



DEPARTMENT OF THE ARMY

HEADQUARTERS, UNITED STATES ARMY FIRES CENTER OF EXCELLENCE AND FORT SILL
909 NW HAMITON ROAD, SUITE 200
FORT SILL, OKLAHOMA 73503-9004

REPLY TO
ATTENTION OF

ATZR-JC

1 April 2007

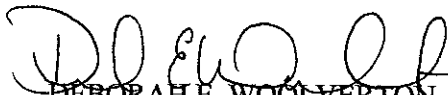
MEMORANDUM FOR Prospective Claimants

SUBJECT: Claim for Loss or Damage to Personal Property

1. Welcome to Fort Sill, Home of the Field Artillery. We regret that your personal property was lost or damaged during shipment. We are here to assist you in filing your claim. With your cooperation, we should be able to process your claim without delay.
2. We strive to be the most efficient and effective Claims Office in the Army. Our goal is to pay you the maximum compensable amount permitted by statutes and regulations as promptly as possible. Please realize that we are constrained by statutes, directives, and policies set forth in Army Regulation 27-20 and Department of the Army Pamphlet 27-162.
3. We process each claim on an individual basis. The Claims Examiner is frequently required to use his best judgment in adjudicating a claim. By providing a detailed statement concerning your damaged items, you will greatly assist the Claims Examiner in paying your claim promptly. If you are not satisfied with the action taken on your claim, please contact us and we will explain the basis of the adjudication. You also have the right to provide additional information and request reconsideration of your claim.
4. Attached are general instructions and forms that you will need to submit your claim. Additional forms are available upon request.
5. Please fill out the enclosed Customer Satisfaction Survey so that we may continue to provide the best possible customer service. Customer Satisfaction Surveys are also available at the reception desk in the Claims Office. Please return the survey either by mail or by dropping it in the box located in our lobby. Your opinion matters to us!
6. Our telephone number is: (580) 442-2317/4363. You may present your claim in person or by mail to: Headquarters, United States Army, Fires Center of Excellence and Fort Sill, Office of the Staff Judge Advocate, ATTN: Claims Office, Bldg 2595, Fort Sill, Oklahoma 73503-5150.

7 Enclosures

1. Instructions for filing your claim
2. General Claims Information
3. Checklist for household goods claim
4. DD Form 1842
5. List of local commercial repair agencies
6. Sample DD Form 1844 with 2 blank forms
7. Customer Satisfaction Survey


DEBORAH E. WOOLVERTON
MAJ, JA
Chief, Claims Division